On Target

December 2015

DECEMBER 2015 CONTRIBUTORS

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Quality Control

Quality Assurance

SNAP Quality Control CAPER (Negative) Errors

Did you know that nearly 48% of Quality Control errors cited for incorrect negative actions (closed, suspend, deny) are a result of untimely processing? Here are some pointers to help reduce these types of errors:

- Whenever possible put the SNAP case into "PE" status with the correct filing date, a language code and address so the system will deny timely with appropriate notice.
- If an 852 is incomplete, send the 487 before the case suspends. *Don't forget to ensure the correct address is listed on the system AND the 487 pend notice so that all notices are sent to the reported address.*
- Act promptly on pending items returned prior to suspend action. *If not all requested pending items are sent, send a notice to the client addressing what is still missing.*
- Process all 852's before the case suspends, regardless of where it is submitted. (Good communication and partnership between branches is critical in assisting clients timely.)
- Do not pend an 852 for information that is not required to be reported. *Don't be a "Pender Offender."*
- Review for correct coding of the 852 at your team meetings. *Don't forget the "y" in the "Rept field."*
- If a household fails to complete the application process (no interview or failure to provide requested verification), deny the application on the 30th day following the filing date. Establish a branch process that flags cases on the 30th day to ensure they are denied timely. Refer to the first bullet if possible.

Quality Control has heard from several branches who have established processes that help in timely processing. We would love to hear from you if your branch has a process in place to help reduce untimely errors. **Unit.Quality-Control@state.or.us**

Erin Ramsey, Quality Control Unit

ERDC Time Period For Income Verification

ERDC is amending the policy for the time period used when requesting verification of all countable earned and unearned income and hours worked starting January 1, 2016. Previous policy stated all income and hours worked are based on verification from 30 days prior to the date of request.

The new policy has been revised to align with the SNAP program.

New ERDC policy states: For all countable earned and unearned income, a month's worth of the most recent representative income verification is requested. When determining hours worked, use the same time period as income.

At initial certification and recertification, all countable earned and unearned income will be verified by getting a month's worth of the most recent representative income. Use the same time period when determining work hours for the authorized child care hours. Remember: If you do not use the most recent income, narrate why. You can request additional verification if needed (e.g., income is highly variable or needs to be annualized).

Child Care Policy Analysts

ERDC Copay Calculator Has A New Look

The ERDC copay calculator has been updated to include the ERDC exit income limit. Those using the copay calculator will have an option to click on "not receiving ERDC" or "receiving ERDC". When "not receiving" is marked, the calculator will show "Income exceeds eligibility" if the income entered is at or above 185 percent FPL for the family size. When "receiving" is marked, the calculator will go up to the higher ERDC income limit.

Check it out at: https://apps.state.or.us/cf1/ERDC/index.cfm

Wait a Minute…Why Did *I* Get the QC Error?

Quality Control frequently receives questions from field staff regarding why they received a QC error report (372). There is a misconception by many that QC keeps statistics on individual workers and their error rates—**we do not**. QC cites errors to the branch. In addition, QC notifies branch management and leadership of the error report so that they can determine what corrective action and/or training (if any) needs to be addressed with branch staff or an individual worker.

There has been an increase in questions and statements to Quality Control about why an error was cited when the client caused the error. QC is required to cite *all* errors, regardless if they are agency or client caused. We understand that there are instances when a client does not report all the information correctly; however it is important to notify the branches of client caused errors to determine if there are any preventative measures and creative solutions to put into place for the future. Having awareness of all of QC's findings is relevant to the work that we do as an agency.

Please consider joining us at the monthly QC Panel scheduled on the last working Monday of each month, starting at 1:15. Next meeting will be January 25, 2016.

Erin Ramsey, Quality Control Unit

Training Redesign

The training unit will be embarking on a new path for training in February of 2016. In 7 regional classrooms we will offer our first redesigned course—SSP Fundamentals. The SSP Fundamentals course will incorporate some old favorites—content from Computer Connections and Essentials—but will also include much more about our Department and what all field staff need to know before getting started in their field office. The Fundamentals course is really the first building block of the redesigned training.

Other than the new Fundamentals course, we also have a new way of training. In the 7 regional classrooms we will have a Field Development Specialist—trainer--that will deliver the new course. The new course will be two weeks of in-class training and two weeks of On the Job training. During the On the Job training weeks the Field Development Specialist (FDS) will have some time available to support and coach new employees during their On The Job Training weeks. The Field Development Specialist will not be replacing the valuable field office work performed by HSS4's and Lead Workers, but will supplement their coaching efforts.

Here are the regional classroom locations and trainers:
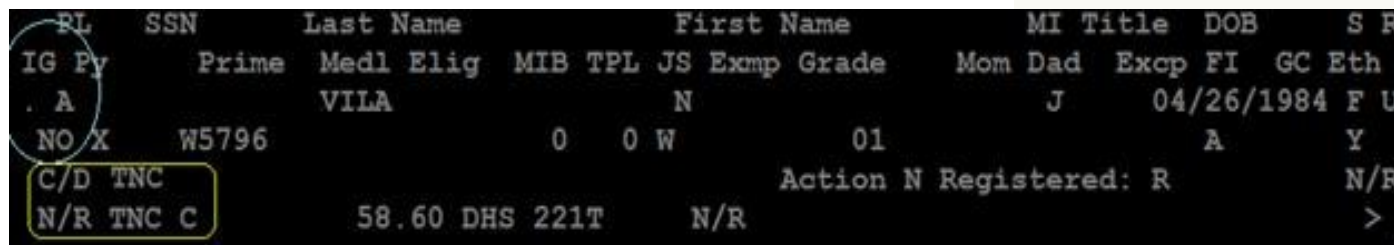
La Grande – Melinda Jederberg   Bend – Joyce Gallacher

White City – Chris Tratz   Salem – Mike James

Hillsboro – Allyson Riutta   St Johns (Portland) – TBD

Eugene -- TBA

Dawn Myers , Interim Training Unit Manager

TANF Non-Citizen Coding

In TANF, all undocumented non-citizens in the filing group are given an in-grant code of NO and a TNC case descriptor (TANF Non-Citizen). This allows tracking of non-citizen TANF cases. (The IA In-grant code was intended for use on medical cases).

TNC coding on the c/d for all non-citizens.

TNC coding on the n/r **only** when there is any earned or unearned income in the household.

Nancy Estrada, TANF Policy Analyst

Didja Know?

Did you know it is not necessary to create a new UCMS case for JPI while waiting to approve ERDC? Go ahead and open that UCMS case as a P2 with JPI coding. When the ERDC work schedule is verified and all other eligibility factors are met, convert that same UCMS case to M5.

Nancy Estrada, TANF Policy Analyst

News and Upcoming Training Offered by the SSP Training Unit

Our schedule, registration data, and waitlist information is updated weekly, and is available on the training unit's intranet site at

https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit/self-sufficiency-training-unit-resources.html

For more information regarding the SSP Core Training Outline:

https://inside.dhsoha.state.or.us/dhs/self-sufficiency-training-unit/self-sufficiency-training-unit-resources.html

Contact the training unit if you have questions regarding offered courses.

Core Class offerings and begin dates:

Essentials:	1/12 Salem, 1/12 Portland
Computer Connections:	1/26 Salem, 1/26 Portland
SNAP Basics:	1/12 Tigard, 2/8 Salem, 2/8 Portland
ERDC:	2/2 Tigard, 2/23 Portland, 3/1 Salem
TANF Eligibility:	2/22 Tigard, 3/7 Portland
TANF Case Management:	3/8 Tigard
DV Policy & Case Planning:	Look for new sessions in 2016
Enhanced 201:	Look for new sessions in 2016
Services to Noncitizens:	1/26 Tigard, 1/26 Salem, 3/29 Tigard

Have you taken one of our online courses? View this short video, https://vimeo.com/79249744, to learn about all the convenient features that make learning at your desk a cinch! The video lists all the online courses currently available which each take between 10-20 minutes to complete.

Look for Webcasts and other online courses for:

2015 SNAP Civil Rights – C04948

SNAP NED Eligibility and Coding – C03279

Job Participation Incentive (JPI) – C04877

SNAP Transitional Benefit Alternative (TBA) – C04708

Oregon Vital Event Registration (OVERS) Update Training – C03682

Online: ABAWD – C05311

Didja Know?

Authorized Work Search (AWS) is only for eligible ERDC families when good cause is established for a temporary loss of employment. AWS is <u>not </u>authorized when a client is found TANF eligible. If eligible for TANF, the ERDC case should close and any child care needs would be paid through TANF funds.

ERDC Policy Analysts

NOVEMBER 2015
TARGETED SNAP REVIEWS

100% ACCURACY HONOR ROLL

0111	Baker City APD	1404	Refugee Branch	2404	Santiam Center SSP
0311	Oregon City APD	1601	Prineville SSP	3102	Enterprise SSP
0811	Gold Beach APD	1611	Prineville APD	3112	Enterprise APD
1211	John Day APD	1612	Madras APD	3311	The Dalles APD
1402	New Market Theater	1911	Woodburn AAA	3504	Metro Fmly Stability
		2019	Cottage Grove AAA		

90% OR BETTER

96.15	Medford APD DSO	1517	92.31	Ontario APD	2311
96.15	Cottage Grove SSP	2003	92.00	Madras SSP	1602
96.00	Medford APD SSO	1513	92.00	Grants Pass APD	1717
96.00	Klamath Falls APD	1811	91.67	Burns APD	1311
96.00	Newport SSP	2101	90.91	NE Portland SSP	2801
95.65	Ashland SSP	1502	90.48	Hillsboro SSP	3402
95.00	McKenzie Center SSP	2001	90.00	Gold Beach SSP	0801
95.00	Toledo AAA	2111	90.00	Redmond SSP	0902
95.00	Salem AAA	2411	90.00	Cave Junction SSP	1702
95.00	D2 ERDC Proc Ctr SSP	3503	90.00	D4 Processing Ctr SSP	2203
94.44	Grants Pass SSP	1701	90.00	Albany AAA	2211
93.33	N/NE Portland AAA	2818	90.00	St. John's SSP	2601
93.33	Tigard APD	3415	90.00	Pendleton SSP	3001
93.18	Coos Bay SSP	0601	90.00	Hood River SSP	3302
92.86	Warrenton AAA	0411	90.00	Tigard SSP	3403
92.86	Bend APD	0911	90.00	East Portland SSP	3501

WORKER HONOR ROLL

Quality Assurance is publishing a Worker Honor Roll to call attention to the outstanding work done by so many of you in the field.

The workers on the list will have SNAP targeted review accuracy rates of 95% or better in the past six months.

Is your name on the list?

You can find out here.

SNAP PREVENTATIVE TIPS

- Remind customers of reporting requirements at all points of contact. Use the DHS853 or DHS854 to notify customers of reporting requirements.

- When a new customer applies for benefits in the initial month, review any potential income received for initial month benefits. Check the WAGE screen and ask about recent employment.

- Review treatment of income from an S Corporation including personal expenses paid by a corporation that count as earned income.

- Customers need to list everyone living in the household on the application, whether they want to apply for them or not.